

# Position Description



<b>Title</b>	Manager, Youth Mental Health & Wellbeing
<b>Business unit</b>	Headspace Horsham AOD, Mental Health, Carer Services & Tasmania
<b>Location</b>	headspace Horsham 77 Hamilton Street, Horsham, Vic
<b>Employment type</b>	Permanent – Full Time
<b>Reports to</b>	Senior Manager, Collaborative Services Development

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## 1. Position purpose

headspace aims to build the resilience of young people and the future potential of Australia by delivering effective youth mental health services in partnership with young people, their families and their local communities. This role will provide strategic and people leadership for headspace Horsham across both the clinical and non-clinical services.

## 2. Scope

### Budget:

Approx. \$1.3 M

### People:

- 2 x Direct reports – Team Leader, Clinical Services and Team Leader, Centre Operations



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- 8 – 10 x In direct reports – Youth Mental Health Clinicians, Youth Engagement and Community Development Worker, Client Services Officer/s and Peer Workers
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### 3. Relationships

#### Internal

- Senior Manager, Collaborative Services Development
- headspace Horsham staff
- Youth Reference Group Members
- Uniting leadership

#### External

- Young people and their families
  - headspace Horsham Consortium Members
  - headspace Horsham Consortium in-kind staff
  - headspace National team
  - Contract management at Western Victoria Primary Health Network (WVPHN)
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### 4. Key responsibility areas

#### Leadership

- Develop, communicate and implement a vision and work plan for the team that aligns with the organisation's goals and meets programs' objectives.
- Support and lead change initiatives, adapting to changes in needs, trends and priorities.
- Develop and maintain a connection to the sector to ensure that the work is informed by best practice, trends and opportunities.
- Lead, oversee and evaluate the implementation of the headspace model ensuring integrated service delivery to young people, their family / carers and friends.
- Communicate, promote, and progress the vision and values of headspace Horsham amongst consortium partners and the broader community.
- Engage relevant sectors and partners to deliver an integrated model of care, promoting multidisciplinary teamwork and participation in the headspace program at a local level
- Convene meetings and committees associated with the program including the leadership of the headspace Horsham Consortium
- Build and maintain positive relationships with internal and external stakeholders to ensure effective quality service delivery and build opportunities for collaboration.
- Promote and raise profile internally and externally of the work headspace Horsham.

#### Program Management

- Develop and implement strategic plans for program delivery, including setting objectives, timelines, and allocating resources to ensure effective and efficient service provision.
- Coordinate the contributions of Consortium partners to headspace Horsham in line with the Consortium Memorandum of Understanding and Service Level Agreements
- Manage the headspace Horsham funding agreements, contracts and deliverables including the budget and compliance with performance and reporting requirements
- Lead the review and development of process, structures and quality improvements that ensure efficient and effective operations of headspace Horsham
- Promote evidence based clinical practice and leadership in the clinical decision-making processes regarding the care of young people attending the centre

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- Provide leadership that builds on the participation of young people and their families in all aspect of service development, delivery and evaluation
- Review, develop, maintain and ensure implementation the clinical governance framework
- Actively lead and participate in ongoing quality improvement processes including data reviews, evaluations, and analysis of policies and procedures

#### People and teams

- Lead, motivate and develop a high performing team, fostering a culture of collaboration, accountability and innovation.
- Provide supervision (including clinical supervision and clinical oversight), guidance, and mentorship to staff, ensuring professional growth and development opportunities are available and utilised.
- Establish clear performance expectations, regularly evaluating individual and team performance, providing constructive feedback and recognising achievements.
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.
- Create opportunities and support the designated lived and living experience workforce
- Foster a culture of continuous improvement within the team, encouraging innovation, creativity, and learning from both successes and failures to enhance program effectiveness and sustainability
- Promote a learning and reflective environment where staff are supported to provide services that are informed by current evidence-based practice (ie via supervision / in-service training opportunities / professional development etc).

#### Quality and Safety

- Ensure the service meets relevant standards including National Mental Health Standards and headspace National governance and compliance requirements
- Oversee the data collection and compliance with relevant data sets
- Implement and oversee the risk management policies and procedures as appropriate to a youth mental health service
- Respond to, and provide leadership and support staff during critical incidents and high risk situations
- Oversee feedback mechanisms to ensure that feedback is sought from all key stakeholders and that complaints are handled in accordance with policy and procedures.

#### Legal requirements & risk management

- Oversee the work practices of headspace Horsham personnel to ensure that work is carried out in a safe and sustainable manner
- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.

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- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
  - Based on a relationship with a current member of Uniting's workforce
  - Based on my ongoing work with another organisation

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## 5. Performance indicators

- Meeting / exceeding against the headspace National accreditation standards
- Meeting annual budget expectations
- Delivery of program workplans and associated targets

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## 6. Person specification

### Qualifications

- Approved tertiary qualifications in allied health or equivalent relevant discipline and eligibility for membership of the associated professional body required
- Post graduate qualifications in management, leadership or acute mental health - desirable

### Experience

- Management experience in youth mental health or youth services administration
- Experience as a mental health clinician and knowledge of youth mental health and wellbeing issues in a community setting
- Experience of clinical governance frameworks and practice, including quality improvement, risk management and compliance monitoring and reporting

### Core selection criteria

1. **Values** Demonstrated ability to authentically promote Uniting's values
2. **Child Safety** Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
3. **Sector knowledge** Well developed knowledge and understanding of the current youth health / mental health sector
4. **Leadership** Demonstrated ability to build a high performing team and team culture through targeted strategy and objectives for areas of responsibility

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5. **Influence and negotiation** Demonstrated ability to use chains of direct influence to achieve outcomes
6. **Resource management** Demonstrated ability to monitor use of resources against budgets; to plan for and manage risk.
7. **Project Management** Demonstrated ability to manage complex projects including managing stakeholders, preparing project plans, monitoring performance, and ensuring objectives are met.
8. **Clinical Supervision** Experience in the provision of professional supervision and secondary consultation with a wide range of professionals
9. **Computer literacy** Proficiency in using computer software and technology for data management, documentation, communication, and program delivery, including Microsoft Office Suite, database systems, and virtual meeting platforms.

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## 7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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## 8. Acknowledgement

**I have read, understood, and accepted the above Position Description**

### Employee

Name:

Signature:

Date: